

Enterprise Incident Report November 2012

As of 12/4/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Insurance	Application Services	Mart Gardner	1 0	1 0
		Terry Forsgren	3 1	3 1
		Tony Larsen	2 0	2 0
		Assigned to Individual Total	6 1	6 1
	Application Support - UID	Sam Howlett	5 0	5 0
		Scott VanderLinden	1 0	1 0
		Assigned to Individual Total	6 0	6 0
	Capitol Desktop Support	Kraig Ellis	1 0	1 0
		Paul Ross	77 50	77 50
		Tom Hanson	8 8	8 8
		Assigned to Individual Total	86 58	86 58

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			Low	FCR Total
Insurance	Enterprise Security	Garry Gregson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	2 2	2 2
		Eileen Dubach	3 2	3 2
		Julie VanBeekum	4 4	4 4
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	12 8	12 8
	PCHELPS Gmail	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Mart Gardner	4 0	4 0
		Assigned to Individual Total	4 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	3 2	3 2
		Assigned to Individual Total	3 2	3 2

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		Low	FCR Total
Insurance	Assigned Group Total	119 69	119 69
Customer Company Total		119 69	119 69

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Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Insurance	Application Services	Mart Gardner	1 1	1 1
		Terry Forsgren	3 0	3 0
		Tony Larsen	2 0	2 0
		Assigned to Individual Total	6 1	6 1
	Application Support - UID	Sam Howlett	5 2	5 2
		Scott VanderLinden	1 0	1 0
		Assigned to Individual Total	6 2	6 2
	Capitol Desktop Support	Kraig Ellis	1 0	1 0
		Paul Ross	77 5	77 5
		Tom Hanson	8 1	8 1
		Assigned to Individual Total	86 6	86 6

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			Low	MIR Total
Insurance	Enterprise Security	Garry Gregson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	3 0	3 0
		Julie VanBeekum	4 1	4 1
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	12 1	12 1
	PCHELPS Gmail	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Mart Gardner	4 2	4 2
		Assigned to Individual Total	4 2	4 2
	Voice Operations	Romanza Hamblin Sorensen	3 0	3 0
		Assigned to Individual Total	3 0	3 0

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		Low	MIR Total
Insurance	Assigned Group Total	119 12	119 12
Customer Company Total		119 12	119 12

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Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Insurance	Application Services	Mart Gardner	1 5.25	1 5.25
		Terry Forsgren	3 0.54	3 0.54
		Tony Larsen	2 0.20	2 0.20
		Assigned to Individual Total	6 1.21	6 1.21
	Application Support - UID	Sam Howlett	5 0.72	5 0.72
		Scott VanderLinden	1 0.06	1 0.06
		Assigned to Individual Total	6 0.61	6 0.61
	Capitol Desktop Support	Kraig Ellis	1 0.23	1 0.23
		Paul Ross	77 0.16	77 0.16
		Tom Hanson	8 0.33	8 0.33
		Assigned to Individual Total	86 0.18	86 0.18

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			Low	ATTIR Total
Insurance	Enterprise Security	Garry Gregson	1 0.32	1 0.32
		Assigned to Individual Total	1 0.32	1 0.32
	Help Desk	Brenda Treadway	2 0.20	2 0.20
		Eileen Dubach	3 0.14	3 0.14
		Julie VanBeekum	4 7.72	4 7.72
		Sarah Johnson	2 0.18	2 0.18
		Vicky Marrelli	1 0.41	1 0.41
		Assigned to Individual Total	12 2.71	12 2.71
	PCHELPS Gmail	Chris Olson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Technical Lead/Project Manager	Mart Gardner	4 1.95	4 1.95
		Assigned to Individual Total	4 1.95	4 1.95
	Voice Operations	Romanza Hamblin Sorensen	3 0.18	3 0.18
		Assigned to Individual Total	3 0.18	3 0.18

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		Low	ATTIR Total
Insurance	Assigned Group Total	119 0.57	119 0.57
Customer Company Total		119 0.57	119 0.57

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Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Insurance	Application Services	Mart Gardner	1 0	1 0
		Terry Forsgren	3 0	3 0
		Tony Larsen	2 0	2 0
		Assigned to Individual Total	6 0	6 0
	Application Support - UID	Sam Howlett	5 0	5 0
		Scott VanderLinden	1 1	1 1
		Assigned to Individual Total	6 1	6 1
	Capitol Desktop Support	Kraig Ellis	1 0	1 0
		Paul Ross	77 0	77 0
		Tom Hanson	8 0	8 0
		Assigned to Individual Total	86 0	86 0

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Insurance

			Low	MR Total
Insurance	Enterprise Security	Garry Gregson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	3 1	3 1
		Julie VanBeekum	4 1	4 1
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	12 3	12 3
	PCHELPS Gmail	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Technical Lead/Project Manager	Mart Gardner	4 1	4 1
		Assigned to Individual Total	4 1	4 1
	Voice Operations	Romanza Hamblin Sorensen	3 0	3 0
		Assigned to Individual Total	3 0	3 0

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Insurance

		Low	MR Total
Insurance	Assigned Group Total	119 5	119 5
Customer Company Total		119 5	119 5

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Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Insurance	Application Services	Mart Gardner	1 5.25	1 5.25
		Terry Forsgren	3 0.71	3 0.71
		Tony Larsen	2 0.97	2 0.97
		Assigned to Individual Total	6 1.55	6 1.55
	Application Support - UID	Sam Howlett	5 1.87	5 1.87
		Scott VanderLinden	1 43.89	1 43.89
		Assigned to Individual Total	6 8.87	6 8.87
	Capitol Desktop Support	Kraig Ellis	1 1.97	1 1.97
		Paul Ross	77 0.39	77 0.39
		Tom Hanson	8 1.17	8 1.17
		Assigned to Individual Total	86 0.49	86 0.49

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			Low	ATTR Total
Insurance	Enterprise Security	Garry Gregson	1 1.09	1 1.09
		Assigned to Individual Total	1 1.09	1 1.09
	Help Desk	Brenda Treadway	2 0.29	2 0.29
		Eileen Dubach	3 8.53	3 8.53
		Julie VanBeekum	4 9.47	4 9.47
		Sarah Johnson	2 0.23	2 0.23
		Vicky Marrelli	1 6.38	1 6.38
		Assigned to Individual Total	12 5.91	12 5.91
	PCHELPS Gmail	Chris Olson	1	1
		Assigned to Individual Total	1	1
	Technical Lead/Project Manager	Mart Gardner	4 3.60	4 3.60
		Assigned to Individual Total	4 3.60	4 3.60
	Voice Operations	Romanza Hamblin Sorensen	3 0.46	3 0.46
		Assigned to Individual Total	3 0.46	3 0.46

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		Low	ATTR Total
Insurance	Assigned Group Total	119 1.68	119 1.68
Customer Company Total		119 1.68	119 1.68

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Detail

INC000000410947	Steven B Price	None	None	None		TIR Missed: Yes	1.40
	Application Support - UID	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	5.78
INC000000414451	Betsy Jerome	None	None	None		TIR Missed: Yes	2.20
	Application Support - UID	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	2.20
INC000000584442	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Application Support - UID	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.43
INC000000584443	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Application Support - UID	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.47
INC000000584446	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Application Support - UID	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.46
INC000000594334	Hermoliva Abejar	Application	Error	TeamMate Audit System		TIR Missed: No	0.98
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	1.26
INC000000597417	Julie Ann Chytraus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	
INC000000597903	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000600124	Tanji Northrup	Mobile Devices	None	iPhone		TIR Missed: No	0.01
	Help Desk	Sarah Johnson	Insurance	Low	Closed	TTR Missed: No	0.04
INC000000601093	Sandra Christensen	None	None	None		TIR Missed: No	0.24
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	0.55
INC000000601528	Allen Hart	PC/Laptop	Error	None		TIR Missed: No	0.07
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.29
INC000000601620	Michael Covington	Application	None	Citrix ICA Client		TIR Missed: No	0.07
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	0.15
INC000000601760	Tammy Minson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.08
INC000000601832	Silmara Charlesworth	None	None	None		TIR Missed: No	0.17
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	1.40
INC000000601914	Jilene Whitby	Application	Error	None		TIR Missed: No	0.17
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	0.40
INC000000602526	Tammy Minson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	0.40

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INC000000602743	Sandy Glaze	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.16
INC000000602887	Daryl Bell	PC/Laptop	Performance	None		TIR Missed: Yes	1.22
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.22
INC000000602970	Meldee Love	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.60
INC000000603319	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000603337	Herber Beddes	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000603482	Eric Showgren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.66
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.66
INC000000603568	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000603835	Hermoliva Abejar	Application	Error	Citrix ICA Client		TIR Missed: No	0.58
	Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	0.72
INC000000603856	Mark Kleinfeld	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604063	Heber Beddes	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604065	Heber Beddes	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604071	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604122	Heber Beddes	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604158	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604297	Jake W Garn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000604397	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000605009	Betsy Jerome	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000605039	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000605166	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000605319	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000605399	Steven B Price	Application	Error	None		TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.68
INC000000605551	Ramona Goodwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.14
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	2.60
INC000000605919	Meldee Love	None	None	Internet Explorer		TIR Missed: No	0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.10
INC000000606314	Eric Showgren	Application	Error	Gmail		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.08
INC000000606356	Eric Showgren	Application	Error	Gmail		TIR Missed: No	0.04
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.04
INC000000606508	Angela M Martinez	None	None	None		TIR Missed: No	0.37
	Technical Lead/Project Manager	Mart Gardner	Insurance	Low	Closed	TTR Missed: No	3.37
INC000000606942	Michelle M White	None	None	Gmail		TIR Missed: Yes	1.11
	Technical Lead/Project Manager	Mart Gardner	Insurance	Low	Closed	TTR Missed: No	4.03
INC000000607001	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000607020	Anna Weidauer	Application	None	Internet Explorer		TIR Missed: No	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.25
INC000000607046	Jenifer Christian	None	None	None		TIR Missed: Yes	5.77
	Technical Lead/Project Manager	Mart Gardner	Insurance	Low	Closed	TTR Missed: Yes	6.44
INC000000607393	Tanji Northrup	PC/Laptop	Error	None		TIR Missed: Yes	1.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	3.37
INC000000607645	Kris Redmond	Application	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000608248	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000608412	Lorry Herrera	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.06
	Application Support - UID	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: Yes	43.89

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INC000000608501	Teresa Trusty	None	None	None		TIR Missed: Yes	1.17
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.17
INC000000608676	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000608690	Brent Oscarson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	0.44
INC000000608737	Lorry Herrera	Application	None	Adobe Acrobat		TIR Missed: No	0.05
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.94
INC000000608748	Dan Applegarth	None	None	Gmail		TIR Missed: No	0.55
	Technical Lead/Project Manager	Mart Gardner	Insurance	Low	Resolved	TTR Missed: No	0.55
INC000000608796	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000608798	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000608822	Eric Showgren	Application	None	Internet Explorer		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.45
INC000000608837	Ramona Goodwin	Network	Error	None		TIR Missed: No	0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.56
INC000000609015	Nicole Cardwell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609101	Tanji Northrup	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.56
INC000000609112	Nicole Cardwell	Application	None	Gmail		TIR Missed: Yes	29.54
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: Yes	35.08
INC000000609192	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609222	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609236	Nicole Cardwell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609516	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609699	Angela M Martinez	Application	Error	Microsoft Office Word Viewer		TIR Missed: No	0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.93

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INC000000609783	Tanji Northrup	Application	Error	None		TIR Missed: No	0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.81
INC000000609817	Tanji Northrup	Application	Error	Microsoft Excel		TIR Missed: No	0.50
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.64
INC000000609840	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609853	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000609873	Michelle M White	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000610073	Nicole Cardwell	Application	Password	Utah Master Directory		TIR Missed: No	0.41
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.58
INC000000610238	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000610276	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000610377	Luanne Winters	Telecom	Feature	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Resolved	TTR Missed: No	0.33
INC000000610610	Eric Showgren	Application	Reporting	Internet Explorer		TIR Missed: No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.35
INC000000610660	Colette Sawyer	None	None	None		TIR Missed: Yes	1.08
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.28
INC000000610671	Paul Throckmorton	None	None	None		TIR Missed: No	0.41
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: Yes	6.38
INC000000611078	Nicole Cardwell	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000611409	Lorry Herrera	Application	None	Internet Explorer		TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.96
INC000000611568	Nancy Askerlund	Application	None	Citrix ICA Client		TIR Missed: No	0.89
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.76
INC000000611617	Jenifer Christian	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.96
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.94
INC000000611761	Nancy Askerlund	None	None	None		TIR Missed: No	0.35
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed: No	0.42

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INC000000611946	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000612172	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000612375	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000612379	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000612420	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000612456	Nicole Cardwell	Application	Password	Utah Master Directory		TIR Missed: No	0.94
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	2.35
INC000000612469	Betsy Jerome	Application	Error	Gmail		TIR Missed: Yes	5.25
	Application Services	Mart Gardner	Insurance	Low	Resolved	TTR Missed: No	5.25
INC000000612557	Angela M Martinez	Telecom	Voice Mail	Telephone		TIR Missed: No	0.35
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Resolved	TTR Missed: No	0.60
INC000000612852	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000612859	Tanji Northrup	Application	None	Proofpoint Email Security		TIR Missed: No	0.27
	Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	2.40
INC000000612870	Sandra Christensen	Application	Error	Gmail		TIR Missed: No	0.16
	Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: Yes	23.20
INC000000612945	Daryl Bell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000612957	Nicole Cardwell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000613074	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000613081	Lorry Herrera	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000613344	Colette Sawyer	None	None	None		TIR Missed: No	0.32
	Enterprise Security	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	1.09
INC000000613563	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

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INC000000613815	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000614033	Silmara Charlesworth	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	0.53
INC000000615036	Ramona Goodwin	Network	Error	Citrix ICA Client		TIR Missed: No	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.20
INC000000615348	Tanji Northrup	Mobile Devices	None	Ipads		TIR Missed: No	0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.34
INC000000615694	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000615793	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000615925	Alex Goble	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000616140	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000616241	Lorry Herrera	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.23
INC000000616417	Eric Showgren	PC/Laptop	None	None		TIR Missed: Yes	1.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.15
INC000000616517	Tammy Minson	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.43
INC000000616884	Jilene Whitby	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Capitol Desktop Support	Kraig Ellis	Insurance	Low	Resolved	TTR Missed: No	1.97
INC000000616955	Sandra Halladay	Application	None	Internet Explorer		TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	1.97
INC000000617245	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000617406	Lorry Herrera	Network	Incident	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.13
INC000000617698	Meldee Love	PC/Laptop	Error	None		TIR Missed: No	0.76
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed: No	1.14
INC000000617761	Malis Rasmussen	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	0.00

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INC000000617781	Malis Rasmussen	Application	Password	Utah Master Directory	TIR Missed: No	0.42
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.45